ISO 14001, ISO 50001, ISO 26000, ISO 10002, ISO 16949

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OUTLINE

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About ISO

Central Secretariat in Geneva

Independent, non-governmental international organization

162 national standards bodies

About ISO

Through its members, it brings together experts to share knowledge and develop voluntary, consensus-based, market relevant **International Standards** that support innovation and provide **solutions to global challenges.**

ISO 14001
Environmental Management

How ISO 14001 works and how it delivers benefits for your company?

Sustainability in an organization

Improved lifecycle perspective

Environmental protection

Increasing customer expectations and regulatory requirements

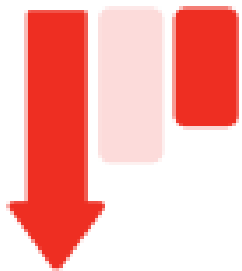# How ISO 14001 brings value to organization?

Helps to keep consistency

Helps to apply common language across all standards

Helps organizations to incorporate their environmental management system into core business processes
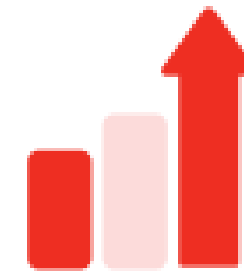
Benefits of ISO 14001

Environmental improvements

57%
Waste defect reduction

76%
Regulatory and industry compliance

Risk avoidance

48%
Protecting your business
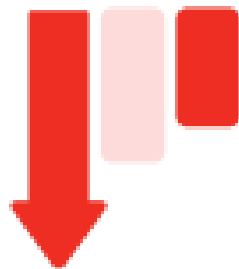
53%
Reducing business risk

Business growth

52%
Increasing your competitive edge

60%
Inspiring trust in your business

Key Requirements for ISO 14001

Clause 1: Scope

This clause relates to the scope or coverage of the standard to help organizations achieve the intended outcomes of its EMS**.**

Clause 2: Normative reference

The clause is retained in order to maintain the same numbering scheme as all the other management system standards.

Clause 3: Terms and definitions

Terms and definitions are in the order that they appear in the standard.

Key Requirements for ISO 14001

Clause 4: Context of the organization

1. Determine external and internal issues.

2. Establish, implement, maintain and continually improve the EMS.

Clause 5: Leadership

This clause is all about the role of "top management" which is the person or group of people who directs and controls the organization at the highest level.

Clause 6: Planning

This clause focuses on how an organization plans actions to address both risks and opportunities which have been identified in Clause 4.

Key Requirements for ISO 14001

> ### *Clause 7: Support*

The execution of the plans and processes that enable an organization to meet their EMS.

> ### *Clause 8: Operation*

> ### *Clause 9: Performance Evaluation*

This is all about measuring and evaluating your EMS to ensure that it is effective and it helps you to continually improve.

> ### *Clause 10: Improvement*

This clause requires organizations to determine and identify opportunities for continual improvement of the EMS

QUESTION 1

Which one of the following is NOT a benefit of ISO 14001 implementation?

A. Helps to keep consistency

B. Helps to apply common language across all standards

C. Establishment the structure and discipline to ''cut energy costs and greenhouse gas emissions''

Energy Management Standard

ISO 50001

ISO 50001 – Energy Management Standard

ISO 50001 is a proven framework for industrial facilities, commercial facilities, or entire organizations to manage energy

Establishment of the structure and discipline to ''cut energy costs and greenhouse gas emissions''

Can be implemented individually or integrated with other standards
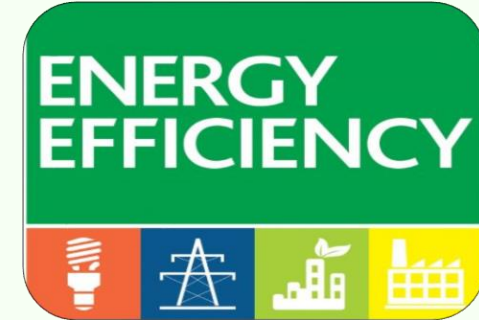
ISO 50001 – Benefits of Implementation

- Reduce environmental impact

- Create transparency on how energy resources are managed

- Be able to identify future projects

- Promote energy efficiency throughout your organization

- Establish positive external relations and public image

- Raise awareness and create greater employee stewardship

- Reduced operational and overhead costs lead to increased profitability

- Reduced air emissions, such as GHGs

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QUESTION 2

Which one of the following is a benefit of ISO 50001 implementation?

A. Promote energy efficiency throughout your organization

B. Recognizing social responsibility and engaging stakeholders

C. Qualify to supply the automotive industry
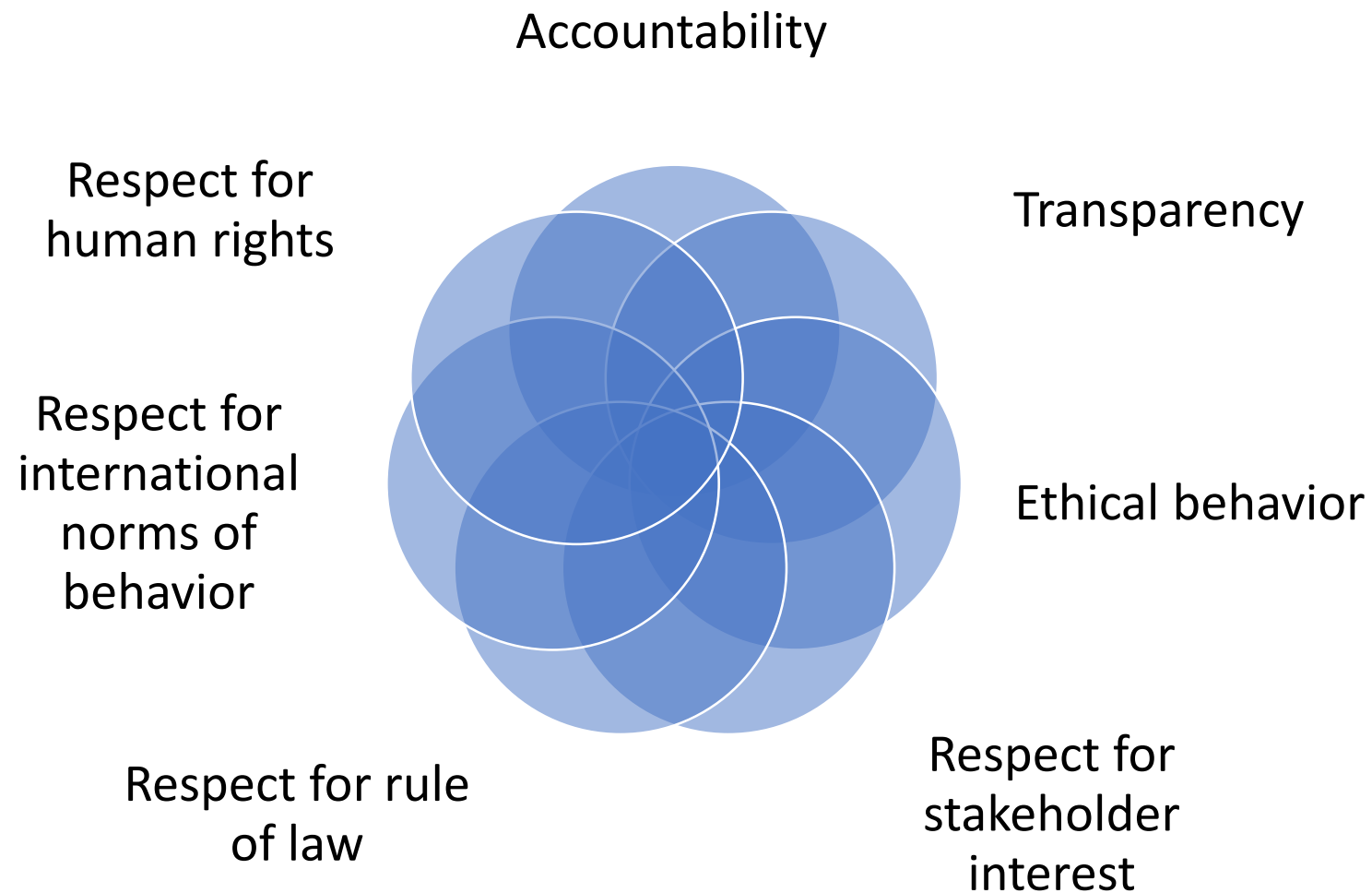
ISO 26000

SOCIAL RESPONSIBILITY

ISO 26000

Organizations in the private, public, and nonprofit sectors, whether large or small, use ISO 26000

Recognizing social responsibility and engaging stakeholders

Integrate socially responsible behavior into the organization

The seven key underlying principles of social responsibility

ISO 26000 - Principles of Social Responsibility

Accountability

Respect for human rights

Transparency

Respect for international norms of behavior

Ethical behavior

Respect for rule of law

Respect for stakeholder interest

QUESTION 3

ISO 26000 defines seven principles of social responsibility. Which of the following is not a principle of ISO 26000?

A. Ethical behavior

B. Respect for human rights

C. Customer focus

ISO 10002

Quality management — Customer satisfaction — Guidelines for complaints handling in organizations

How ISO 10002 works?

Improves complaints-handling process

Helps to apply a systematic manner to solve complains

Enhance the ability of an organization to identify trends and eliminate causes of complaints

Help an organization create a customer-focused approach to resolving complaints by improving personnel's skills

Provide a basis for review and analysis of the complaints-handling process

Key Requirements for ISO 10002

Gap analysis formal look on existing complaints management system and compare them with ISO 10002 standards.

Formal assessment reviewing an organization readiness for assessment accordingly to standards.

Certification and beyond When an organization have passed the formal assessment it will receive ISO 10002 certificate.

QUESTION 4

Which of the following definition matches the ISO 10002?

A. Provides guidance on the process of complaints handling related to products within an organization, including planning, design, operation, maintenance, and improvement.

B. Based on ISO 9001 and includes specific requirements from the automotive sector for the design/development, production, installation and servicing of all automotive-related products.

C. Developed to help organizations effectively assess and address those ''social responsibilities'' that are relevant and significant to their mission and vision; operations and processes; stakeholders; and environmental impact.

ISO 16949

AUTOMOTIVE QUALITY MANAGEMENT SYSTEM

ISO 16949

ISO 16949 is based on ISO 9001 and includes specific requirements from the automotive sector for the design/development, production, installation and servicing of all automotive-related products

ISO/TS 16949 (1st) was created by the ''International Automotive Task Force (IATF)'' and other revisions 2nd&3rd

In 2016, the IATF published a revised standard, and the first edition will be referred to as "IATF 16949." This new replace the current ISO/TS 16949:2009

IATF (The International Automotive Task Force)

ISO 16949 – Benefits of Implementation

Improvement of your credibility and image

Qualify to supply the automotive industry

Improvement of customer satisfaction

Better process integration

Create a continual improvement culture

QUESTION 5

Is ISO/TS 16949 related to ISO 9001?

A. Yes, it is based on ISO 9001 and has more details for automotive industry.

B. No, it is a Technical Specification based on Military standard.

C. Yes, it is just a different name of the same standard.

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